

**ITMC Council Business Meeting
April 2, 2014**

Attendees

Department of Natural Resources and Conservation
State CIO
Secretary of State's Office
Department of Revenue
Teachers' Retirement System
Department of Justice
Department of Corrections
Department of Agriculture
Local Government Representative
Office of Public Instruction
Department of Commerce
Commissioner of Higher Education
Department of Administration
Public Service Commission
State Library
Legislative Services Department
Department of Transportation
Department of Labor and Industry
Judicial Branch
Department of Public Health & Human Services
Department of Environmental Quality

Bill Anker
Ron Baldwin (online)
Mark Van Alstyne
Tim Bottenfield
Rick Bush
Joe Chapman
John Daugherty
John Dayton (online)
Joseph Frohlich
Jim Gietzen (online)
Larry Krause
Edwina Morrison (online)
Michael Sweeney
Ousmane Loum (online)
Evan Hammer
Dale Gow
Mike Bousliman
Judy Kelly (online)
Lisa Mader
Stuart Fuller (online)
Dan Chelini

Guests

DNRC - Kreh Germaine, MDT - Brian Andersen, DOR – Christie McDowell, MDT – Christy Stapley, Supreme Court – Tammy Peterson, IBM – Doug Lhotka, Northrop Grumman – Veronica Lamka, DOA – Randy Morris, Lewis & Clark County – Chris Sinrud, State Financial Services Division – Ed Glenn, Microsoft – Steven Fione, Department of Livestock – James Newhall, LEG – Scot Conrady

Real Time Communication (online)

LEG - Darrin McLean, DEQ - Dave Nagel, DEQ - Jerry Steinmetz, DOA - Kyle Belcher, SITSD – Wes Old Coyote, SOS – Patti Borsberry, FWP – Bobbi Rognrud, DNR – Chris Kuntz, MDT – John Levick, DOA – Matt Pugh, DOA – Ed Sivils, DOC – Sue Leferink, DOJ – James Thomas, OPI – Jody Troupe, DOA – Doug Volesky, Libbi Loushin

SITSD Attendees

Lynne Pizzini, Tammy LaVigne, Carol Schopfer, G. Scott Lockwood, Tom Murphy, Jerry Marks, Kyle Hilmer, Lesli Brassfield, Dave Johnson, Cheryl Pesta, Warren Dupuis, Penne Cross, Dave Carlson, Maris Cundith, Brett Boutin, Barry Fox and Rhonda Lil Haight

Welcome and Introductions – Michael Sweeney, Chair

- Michael Sweeney: Approval of March minutes.

State CIO Update – Ron Baldwin

- Records Management
 - The meeting with the Governor last week went well and we will move forward with an RFP, We have engaged Gartner start collecting more requirements. We will try to match some of the money in HB 10, so I will be talking to agencies. I did have a conversation with the ELG work group on electronic records and they are on board; they have issued their final draft recommendations. Tammy LaVigne will attach the recommendation to the ITMC website.
 - Joe Chapman: Is this a mandatory contract for agencies?
 - Ron Baldwin: Not mandatory, it will be highly encouraged if we want to move onto a large enterprise scale
 - Tammy LaVigne: The Education and Local Government work group sub-committee recommendation: Implement an enterprise solution unless there is a compelling technical or business reason not to.
 - Mark Van Alstyne: How much money are you looking for from agencies
 - Ron: Variable from agency to agency
 - Tammy LaVigne: In HB 10, in the later part of the session in the Senate Finance and Claims there was an amendment to add one million dollars for ERM/ERC to be matched, no more specifics than that.
 - Online: Can you address how we are going to involve agencies in the RFP process?
 - Ron: We will use the stakeholders from the ELG sub-committee work group and the same members that we used for in the RFI process. The plan is to create a draft RFP that starts with the RFI requirements and then add some of the partner information that we receive; then we will send that out and schedule some town-hall meetings. We are open to suggestions and recommendations.
 - Tammy: The ELG sub-group meets tomorrow and we are willing to meet again after direction from the State CIO
 - Ron Baldwin: We would like input from local government as well
- Discussions at cabinet will be captured and shared with ITMC
- The Legislative Finance Committee meeting, March 14th on HB 10, Long Range Planning
 - Tammy LaVigne: There has been ongoing discussion by some of the members on the Legislative Finance Committee regarding the information they would like, or the projects that get included in HB 10. They have requested that the State CIO provide them with information in the June meeting.
 - Future costs
 - Annual operating and maintenance for systems included in the bill
 - Prioritize costs

- The State CIO is working with the Budget Office on a reporting process that will address these requests
- Potential Revisions to the Montana Technology Act
 - Legislators are looking for changes to this law to strengthen it. We will seek direction from the Governor's Office.
 - In December 2009, there was a comprehensive summarized review of the Act for the Legislative Finance Committee. There were eleven general areas of concern. We have actually addressed several of those areas that came out in that report.
 - Agency IT Strategic Plan Content
 - Resources for IT Security
 - Requirement for IT Project Management
 - Chief Security Officer and Staff
 - Provision for Chief Technology Officer
 - Law Enforcement Telecommunication Systems
 - In 2010 there was a working group to help evaluate and make recommendations for legislative changes including recommendations for IT governance, but no legislation was requested for introduction. Several different sources are requesting it now.
 - Would like input from ITMC on legislation
- There are several things that we are headed for in State of Montana when it comes to Information Technology
 - Innovation
 - Efficiency
 - Effectiveness of IT
 - Coordination
 - The use of and the leveraging of enterprise resources
 - The move to the cloud
- We need to help all these things above come to fruition and enforced through multiple administrations. We may want to take a look at what needs to be inserted into the law that makes it continue to work.
- I am very optimistic about the direction we are moving with the relationships of the agencies, what the agencies are doing in their own rights, the level of cooperation and attentiveness to enterprise based solutions, to sharing information, to sharing resources and systems.
- Windows XP
 - The Mitigation Plan is due July 1, 2014
 - Get agencies together to discuss three major items
 - Expectations for the Mitigation Plan
 - Response strategy
 - General mitigation strategy

- We will monitor everything on network and if a device is compromised, it will be isolated and quarantined off the network. We will not remove XP devices off the network just as a matter of fact
- Need to accomplish over time the move to Windows 7
- Lynne Pizzini:
 - If there are problems with XP devices that are outside of our control, it may affect your ability to do business
 - I would encourage you to migrate as quickly as possible
 - July 1st is the deadline for XP's
- Online: Could you clarify that the agency has to submit the policy exception request or just the Mitigation Plan, if the agency has full intentions of having all the devices to Windows 7 by July 1st?
- Lynne Pizzini: The exception request will have the Mitigation Plan attached
- Mark Van Alstyne: If an agency plans to have all devices migrated to Windows 7 by July 1st, do they still have to submit both the exception request and the mitigation plan?
- Ron Baldwin: We would like a mitigation acknowledgement that it is complete, no exception request would be needed unless it goes beyond July 1st
- Lynne Pizzini: Today I will provide additional information to clarify any confusion regarding Windows XP mitigation
- Stuart Fuller: Can you clarify the question on Citrix and VPN because of having county users or other users that have XP machines that are accessing resources or applications on State network from XP clients?
- Lynne Pizzini: According to our policy if you are remotely accessing systems via VPN or Citrix you need to update to Windows 7. Those systems that are accessing our internal systems via VPN and Citrix will need exceptions. We will not block access to VPN and Citrix for XP devices, however you will not be in compliance with State policy therefore an exception is needed
- Mark Van Alstyne: That information is contrary to what was said three weeks ago so please communicate this in the email today also
- Lynne Pizzini: I will check on that and update if needed
- Joe Chapman: That communication should be sent to the local county users
- Penne Cross: I will send out the communication to the local governments
- Online: The requirements around XP for the July 1st has this been communicated to contractors that utilize the VPN or are agencies expected to communicate this?
- Lynne: Agencies are expected to communicate to their contractors about their requirements
- Online: DLI would like to get a copy of the communication going to outside entities on Citrix use
- Lynne: The agencies can forward the information that we send out

SABHRS Single Sign-on – Ed Glenn

- Click one line SABHRS portal
- In the test phase

State Human Resources Recruitment and Selection System – Anjenette Schafer

- TALEO will be the States new recruitment and selection system
 - Online system that will replace the home grown one currently in use
 - Partnered with DPHHS for TALEO
 - Many complaints on old system
 - Oracle product, cloud product
 - Prevents us from having to do a lot of maintenance
 - System continues to stay up-to-date
 - It is current with all laws and regulations
 - Purchased TALEO under Oracle's master agreement with SITSD
 - Commercial off the shelf product, we will make minimal configurations to system
- TALEO has many features and capabilities, so offers agency flexibility in their recruitment processes
 - Unique features:
 - Social sourcing, which allows us to tie in to all social networking tools
 - Seamlessly interacts with People Soft, which is SABHRS and allows us to have a feature called On-Boarding
 - Advanced screening tools which will dramatically reduce time for HR to screen resumes
 - Many other features
- TALEO will greatly improve the recruitment process not only for us internally but for our candidates and prospective future employees
- It will make us an employer of choice
- Goal live date is September 2, 2014
- Mark Van Alstyne: Configurable to MT State law?
- Anjenette Schafer: It will be updated by Oracle and we will be compliant
- Mark Van Alstyne: How much did it cost?
- Anjenette Schafer: Implementation costs were \$320,000. The annual cost is under \$200,000
- Dan Chelini: What about sensitive information and where is the information physically located?
- Anjenette Schafer: The cloud lives in Chicago
- Lynne Pizzini: We did a complete review on the system using our controls via NIST; it met our medium system requirements.
- Mark Van Alstyne: Why wasn't it vetted against other agencies?
- Anjenette Schafer: There was no competition

ITMC Workgroup Reports

- **Statewide Security Coalition/Task Force – Joe Chapman**

- There is a meeting scheduled for Thursday, April 10th from 3:00 pm – 4:30 pm, in room 422 in the Capitol
- Please send your name to Joe Chapman if you would like an invitation

Data Protection Initiative – Lynne Pizzini

- Three projects
 - Access control and verification system
 - User ID and password will be an action item on the June ITMC meeting
 - Our internal technical team continues to meet and do testing
 - Multi-Factor Authentication
 - We have updated and configured the Multi-Factor Authentication System and are currently piloting with the Department of Revenue
 - We will meet with DOJ next week on their business requirements and how we can roll them into this environment
 - We plan to meet with DPHHS on their business requirements
 - Enterprise Security risk assessment
 - We have evaluated the submitted proposals and they are in contract negotiations with a vendor to complete our Enterprise Security Risk Assessment
 - Multiple agencies are involved in this, but the agencies that are not involved will still be able to use this Enterprise Security Risk Assessment for implementation of improvements in your areas
 - We will provide an Executive Report to the ITMC on the results of the Enterprise Security Risk Assessment (Approximately in October)
 - We hope to use some of the recommendations during the next Legislative session

BREAK – 10 MINUTES

GIS COI – Kreh Germaine

- GIS can add value to government and improve efficiency and help your effectiveness as you achieve your business goals
 - GIS Analysis
 - Mobile computing
 - Value in user generated data
 - Value in collaboration
- Brian Andersen, Montana Department of Transportation, spoke on interactive mapping to help their department achieve their goals
 - Web mapping platforms will provide stakeholder with intuitive work space to collaborate planning and departmental efforts with federal, state, local agencies as well as the public

- This will facilitate and improve working relationships, communication and reduce duplication
- Transparency of data and actions, while helping comply with federal regulations are a key aspect of interactive web mapping
- The vendor we are using is ESRI
- Completed testing in October 2013 and adopted the technology this year
 - Documentation from the testing is now being shared with other agencies
- Centralizing some data and accessibility so that data increases efficiency
- We pay for this platform, however, we are investing our staff time and our money in building services in-house
- This technology is enhancing and complementing what we are doing
- Gives the decision makers the means to make more informed decisions by empowering them with the tools they need to make decisions
- Joe Frohlich: Can local governments tie into this or buy it?
- Brian Andersen: Local governments would purchase their own organization account if they want to create their own maps and share their own data. This can be purchased from ESRI. Cost range is from \$2500 - \$17,000
- Kreh Germaine: Currently we have five agencies that are using GIS online
- ELA usage for the current year needs to be in today for the budget
 - Agencies are currently looking at being able to do editing off network
 - ESRI just released a version that is starting to enable the off network capabilities, but agencies have yet to integrate it

Enterprise Licenses Update – Maris Cundith

- ESRI
 - Thanks to the Montana State Library staff for managing the ESRI licenses
 - ESRI license renews on January 15th
 - We have had two meetings
 - Topics discussed in the March 18th meeting with State team and ESRI personnel
 - What is the current foot print of ESRI for the State
 - What is the future foot print for ESRI that we are interested in negotiating a new ELA
 - Topics discussed in the March 20th meeting with the GIS community of interest, managers, ESRI and various SITSD personnel
 - Identifying potential for statewide growth, where do we want to go
 - How the cost allocations would be managed statewide
- Microsoft EA Renewal
 - The statewide inventory results have been compiled by the SAM program office team
 - We are presenting the inventory results to the internal financial team today
 - No scheduled meetings this month

- Microsoft Enrollment Coordinators meetings will start in May
 - Microsoft will schedule training with the Microsoft and Dell team. They will train each coordinator as a team on how to use and manage their license and purchasing entitlements under the volume licensing service center through Microsoft

New Services – Jerry Marks

- On April 4, 2014, SITSD will implement new minimum client version requirements for the Lync and Outlook client software
- Load Balancing Service
 - This new service began as a project to replace our legacy Cisco ACE and CSM modules. We offered this as part of our application hosting services.
 - Acts like a proxy
 - Portal capability
 - Monitoring down to the table
- Storage as a Service
 - We are offering Storage as a service outside of our hosted VM environment
 - If you are thinking of refreshing your storage (such as a new SAN) please look at our Storage Service offering
 - For .44 cents you get storage in the Helena Data Center and DR storage in Miles City
 - The following protocols are supported: iSCSI, FC, NFS, and CIFS
 - This disk space is located on an enterprise class storage NetApp array
 - All the storage is SAS with flash cache on the controllers

New Services – Maris Cundith

- SAM as a Service
 - SAM will be based on what you our customers need and what your business requirements are
 - Insure statewide compliance with our software license entitlements
 - Managing your entire software asset entitlements from the software asset life cycle perspective, is purchasing through retirement
 - Conduct internal audits of your software assets to help determine license compliance position
 - SITSD can manage any external vendor audits
 - Help set up your own model SAM Program Office in your agency
- Would like to discuss SAM as a service

Enterprise Working Groups Inventory – Michael Sweeney

- In progress

- Approximately in May I will send an email out requesting: What types of information do we want to know about those other groups out there and what info will help us in ITMC?

ITMC Executive Membership – Michael Sweeney

- Process
 - Collect all nominations
 - We will assess the willingness to participate and be active on the Board
 - We then provide that list to the Director and CIO for their consideration
 - Then it goes to the Governor to nominate and make it official
- Nominations run through April 18th

No July meeting, as the new Executive Board will set the direction in the August meeting

Posted reports: None

Next meeting – May 7, 2014: State Capitol, Room 152

- Tammy LaVigne spoke for Joe Chapman, when asking if the meeting could move to 9:00 am?
- Mike Bousliman: I would prefer earlier also
- John Daugherty: I prefer the 8:30 meeting time
- Lisa Mader: I prefer the 8:30 meeting time
- Mike Sweeney: We will finish out May and June meeting times and then allow the new Board to consider a new time

Member Forum:

- Mike Bousliman: I have been reviewing permits on persons that work for us, people accessing permits, highway contractors in particular, and how they go in to the multiple places to secure permits. What kind of tools for online presence they have for permitting? I just want awareness on this subject. This may be a topic for looking at standards and priorities for online services. How would we deploy new services and what priorities are for the existing services?
- Mike Sweeney: We need to be looking at these different business functions, like permitting from more of an enterprise perspective.
- Online: The DLI uses ACCELLA software

Public Comment: None

Adjourn: 12:00